

Customer Success Management - 2021

Who We Are:

The Chief Customer Success Officer supports the CIO and other Chief Executives. The goal of the Customer Success team will be identifying our partner agency's business needs and helping IOT align our service delivery to meet those agency business needs using standard, and supportable Enterprise IT Services. The Customer Success Team will also provide technology tools and solutions to deliver transparency and visibility to the partner agencies to help them better manage their IOT delivered assets and services.

Our Mission:

Aligning our partner agencies' business goals with IOT's enterprise IT service offerings for positive business outcomes.

Department: Executive

Formed: 9/7/2021

What We Do:

Meet regularly with agency business leadership and determine business needs. Document, consolidate, and bring these needs to IOT leadership. Align positive business outcomes with supportable enterprise IT services.

Create, and support the Data Driven Decision Portal (D3P) for IOT management and the Enterprise IOT Customer Portal. Both portals allow the user a deep dive into making business decisions based on real time data analytics.

Provide agencies visibility and transparency into their IOT assets and related spend

Our Products:

Strategic Business to IT Alignment
Better decision-making using data

Our Metrics:

- Meet regularly with Agency Heads/Business Leaders with minimal IT internal support.
- Reduce the number of agency IT Procurements.

Our Customers:

All Executive Branch agencies, and separately elected and quasi-agencies that have opted into IOT services.

Major Accomplishments:

Created the foundation of a Data Driven Decision Portal (D3P) in Power BI for IOT management to make decisions in real time based on data while collaborating in meetings. This portal will be under continuous improvement as additional needs or requests arise and will be expanded for the future use of IOT customers.

Current Projects:

- Create department, staff department, communicate and socialize department mission with our partner agencies. Continue to improve D3P and build out the IOT Customer portal.
- Identify customer desired reports, data points and metrics that agencies would like to see and provide that information through the D3P.
- Assess all agencies to determine their IT footprint and maturity.
- Document and design a new process that manages the provisioning and deprovisioning of user accounts across state government.